

MUNICIPAL SERVICES ASSISTANT

DEFINITION:

Under general supervision, provides varied and responsible office and technical support for the City's housing, City Clerk's Office, public works maintenance, or building activities; perform related work as required.

CLASS CHARACTERISTICS:

Successful performance in this class requires well-developed office support skills and the ability to learn and apply technical knowledge related to a specific technical area of municipal services such as housing, City Clerk's Office, public works maintenance, building, or other technical area, in addition to providing factual information to the public and others regarding the City function to which incumbent is assigned. Technical knowledge and skill is required, and this characteristic distinguishes this class from the general office support classes.

IMPORTANT AND ESSENTIAL JOB FUNCTIONS:

1. Receive visitors and answer inquiries regarding assigned department's procedures and functions, transfer and refer calls as appropriate, and page supervisors as appropriate.
2. Provide factual information regarding City guidelines as they apply to assigned function.
3. Prepare check request forms, route to department director for approval, and send to the Finance Department for payment.
4. Track and maintain records and information necessary for work related to assigned function.
5. Process and track contracts, publications, recorded documents, contract, work orders, purchase orders, requisitions, loan payoff requests, reconveyance documents, and other forms in support of the assigned function.
6. Track and monitor files and databases related to assigned function area (ie. CDBG, building permits, Munimetrix, special events, or backflow program).
7. Prepare and update a variety of reports, establish and maintain office files, and research and compile information from such files.
8. Maintain files and notebooks of information related to or in support of assigned function.

MUNICIPAL SERVICES ASSISTANT

IMPORTANT AND ESSENTIAL JOB FUNCTIONS (continued):

9. Type correspondence, reports, forms, and specialized documents related to water, sewer, park and street maintenance functions from drafts, notes or brief instructions using a typewriter or word processor.
10. Proofread and check typed materials for accuracy and completeness.
11. Enter and retrieve data using a computer-based records system.
12. Prepare and update a variety of reports, which may require the use of mathematical calculations.
13. Distribute information to other City staff and outside agencies as appropriate and follow-up as required.
14. Operate standard office equipment; depending upon assigned functional area, may also operate radio equipment to dispatch calls or information to staff in the field.
15. Obtain and monitor insurance certificates with proper endorsement.
16. Willingness and ability to participate as 24-hour emergency departmental support as needed.
17. Perform other related work as assigned.

MARGINAL/PERIPHERAL JOB FUNCTIONS:

1. Back-up other department support staff as needed.
2. Complete conference, meeting, and training registration forms for staff in functional area. May also make appropriate travel reservations.
3. Provide staff assistance to a specified board or commission.
4. Open and distribute interoffice mail, attaching back-up information.
5. May provide staff assistance or relief office support to other City departments.
6. Assist in the preparation and processing of bid documents.
7. Assist in maintaining various financial records in support of the various programs in assigned functional area.

MUNICIPAL SERVICES ASSISTANT

QUALIFICATIONS:

Knowledge of:

1. Standard office administration procedures and practices, including business letter writing and the operation of common office equipment, including the use of a personal computer.
2. Record keeping, report preparation and filing methods.
3. Correct English usage, including spelling, grammar, and punctuation.
4. Basic practices of specified functional area in a municipality, including City guidelines, procedures, and standard safety procedures.
5. Financial record keeping principles and practices.
6. Basic contract administration principles and practices.

Skill in:

1. Providing varied office administrative and clerical assistance with a minimum of supervision.
2. Answering inquiries and providing factual, technical information regarding the activities of the assigned functional area.
3. Making accurate mathematical calculations.
4. Developing and maintaining effective working relationships with those contacted in the course of the work.
5. Prioritizing work, coordinating several activities, and following-up as required.
6. Using initiative and sound independent judgment within established guidelines.
7. Keyboarding accurately at a rate of 50 net words per minute from printed copy.
8. Customer service techniques and practices.
9. Personal computer operations and word processing applications.

Ability to:

1. Rapidly learn the specific procedures related to the work, including the use of a

MUNICIPAL SERVICES ASSISTANT

computer for word processing and records retention, under limited supervision.

Ability to (Continued):

2. Communicate tactfully and effectively with the public.
3. Maintain effective working relationships with other City staff.
4. Work well in a position of high-volume public interaction.
5. Prepare and update a variety of detailed reports and documents.
6. Use initiative and sound judgment within established guidelines.

JOB REQUIREMENTS:

1. Equivalent to graduation from high school.
2. Three years of responsible office administrative experience.
3. Familiarity with functions and procedures of specified functional area in a municipality (ie. building, City Clerk's Office, housing, public works maintenance, etc.)
4. Possession of a valid California Class C driver's license in compliance with City driving standards.

MACHINES/TOOLS/EQUIPMENT UTILIZED

1. Reports, forms, pencils and pens
2. Computer monitor, keyboard and printer
3. Copy machines
4. Fax machines
5. Telephone, telephone panel, and telephone headset
6. Two-way radio
7. Typewriter
8. Answering machine
9. Maps, blueprints, and blueprint racks
10. Microfiche
11. Calculator

PHYSICAL DEMANDS:

1. Mobility

MUNICIPAL SERVICES ASSISTANT

2. Speaking/hearing
3. Seeing

PHYSICAL DEMANDS (Continued):

4. Sitting/standing
5. Manual dexterity
6. Speed in meeting deadlines
7. Lifting up to 30 lbs.

ENVIRONMENTAL AND ATMOSPHERIC CONDITIONS:

1. Indoors: normal office conditions, 99% of the time
Travel: varying conditions, 1% of the time
2. Noise level: conducive to office setting
3. Lighting: conducive to office setting
4. Flooring: low level carpeting
5. Ventilation: provided by central air conditioning
6. Dust: normal, indoor levels